NORTHROP GRUMMAN
Ship Systems

Knowledge Management and Data Management

Data Management Panel – 38th Annual GEIA Conference

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DEFINING THE FUTURE

Agenda

- **Knowledge Management Fundamentals**

- **Relationship to Data Management**

DEFINING THE FUTURE

NORTHROP GRUMMAN

Ship Systems

Knowledge Management Fundamentals

What is Knowledge Management?

> ### *Systematic approaches to enable information and knowledge to grow, flow and add value*
> *American Productivity and Quality Center (A*

"Knowledge Management is the leveraging of an organization's collective wisdom to increase innovation and responsiveness."
The Delphi Group
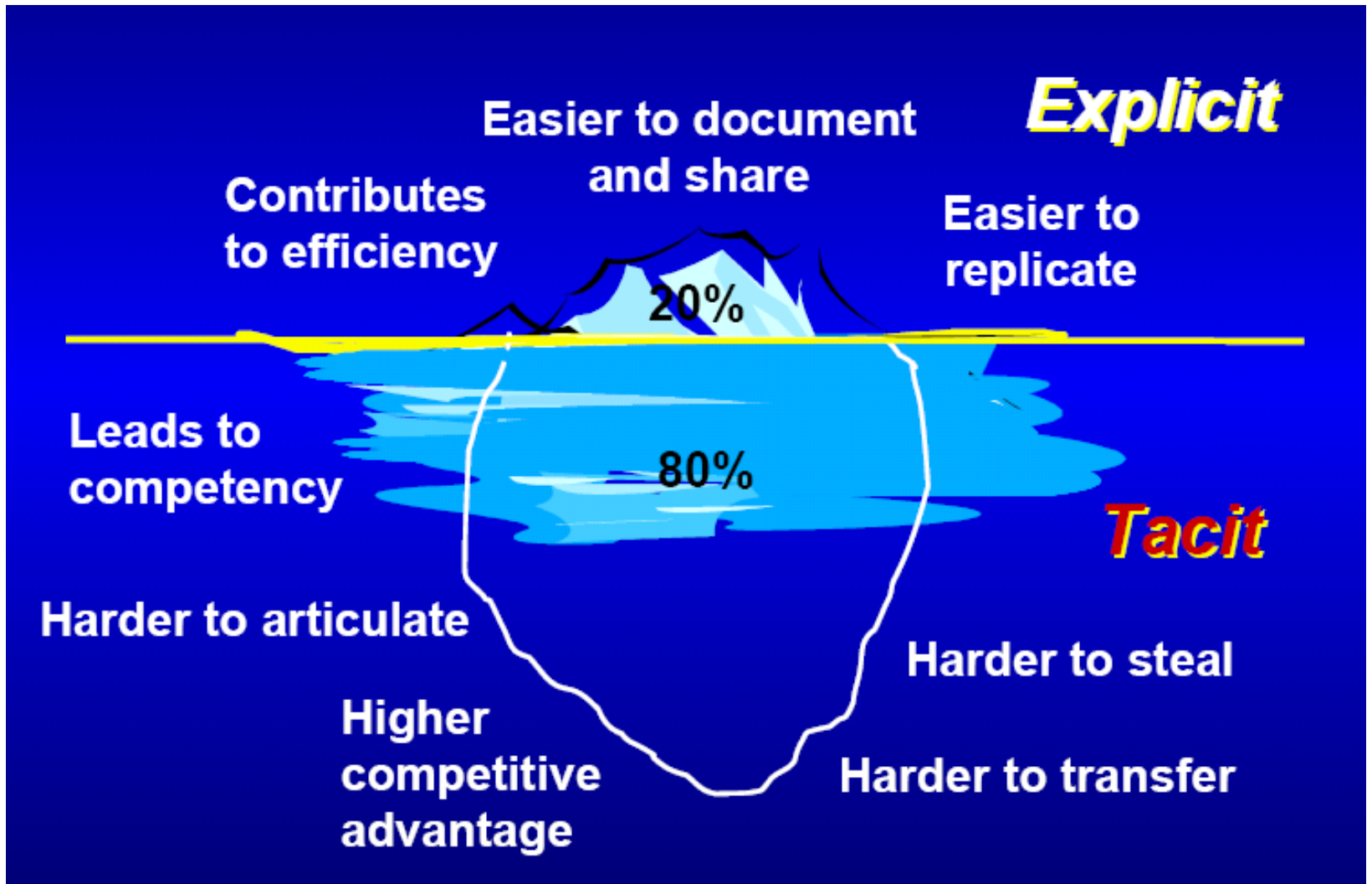
What is Knowledge Management?

**Making sure
The right *information*
gets to the right *people*
at the right *time*
for the best *decision*
the first *time*.**

Knowledge Management Is All About People!

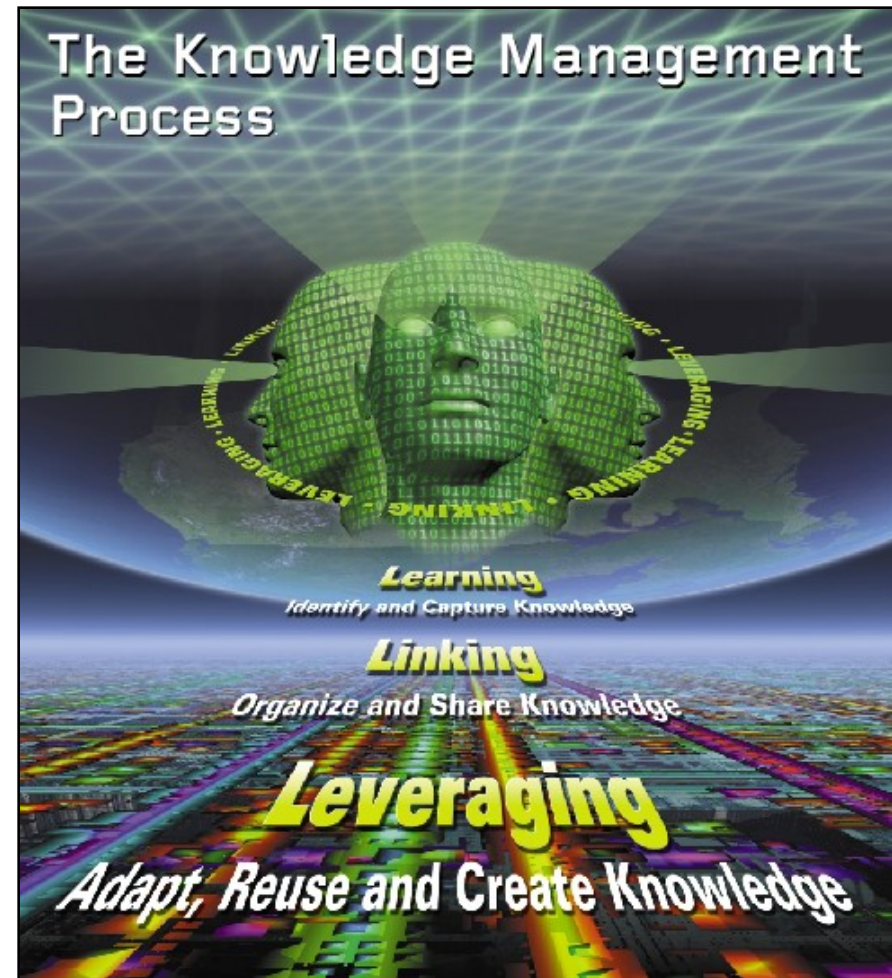# What Kinds of Knowledge Are We Talking About?

What is the KM Process?

- **Learning**
  - **Identify and Capture**

- **Linking**
  - **Organize and Share**

- **Leveraging**
  - **Adapt, Reuse and Create New**

- **Leading**
  - **Define Knowledge That Has Strategic Value**
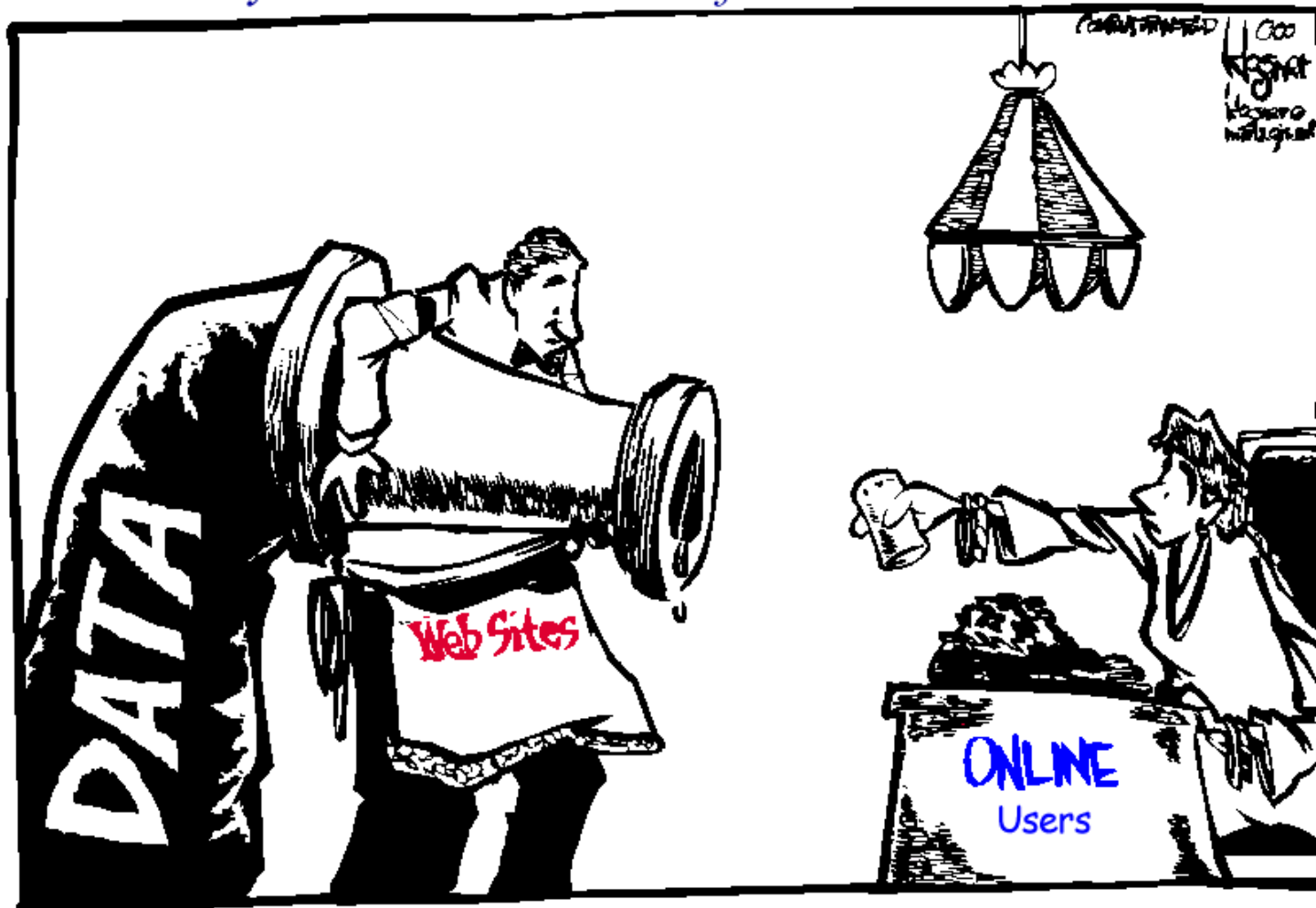 - **Make KM Part of Everyday Activities**

The Knowledge Management Process

Learning
Identify and Capture Knowledge

Linking
Organize and Share Knowledge

Leveraging
Adapt, Reuse and Create Knowledge

Relationship to Data Management

We have exposed more data to our employees than ever before – are we smarter because of it?

Where's My Stuff?

Metrics

Simulation Data

Appointments

Guidance Documents

Credit Union

Product Data

Vacation Schedule

Retirement Plan

Conference Rooms

Team Rooms

Reference Material

Meetings

Stock Market

Drawings

News

Analysis Tools

Names

New Employee Data

Policies

Specifications

Procedures

Phone Numbers

CAD Files

Weather

Discussion Threads

Work Instructions

Process Data

Timekeeping

Communities of Practice

eLearning

Email

Web Sites

Compliance Documents

Travel Reservations

Sick Leave

Employee Benefits

Models

Meeting Tools

Expense Reports

Insurance

Org Charts

Bulletins

Calendar

Traffic Advisories

DM Roles in Support of KM

- **Develop policies for document management**
  - — **Shared drives**
  - — **Libraries**
  - — **Data banks**
  - — **Online (web pages)**
  - — **Product Data Management tools**
  - — **Team rooms**
  - — **Collaboration spaces**
- **Assist in developing web content standards**
  - — **Who adds content?**
  - — **What is the review process?**
  - — **Who controls / updates?**
  - — **How is content maintained (fresh)?**
- **Develop taxonomies**
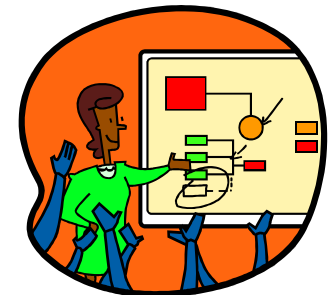
KM Roles in Support of DM

- **Communities of Practice**

- **Best Practice Replication**

- **Knowledge Retention / Aging Workforce**

- **Portals**

- **Collaboration Spaces**

- **Expertise Location**

Community Of Practice
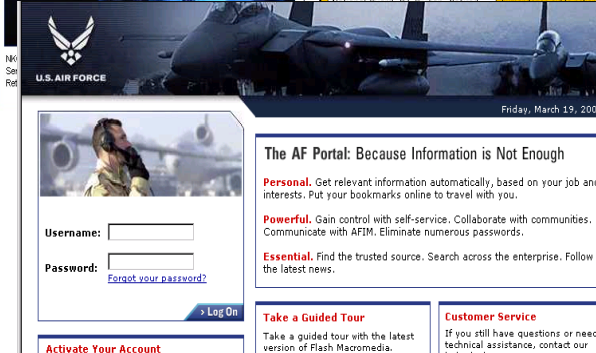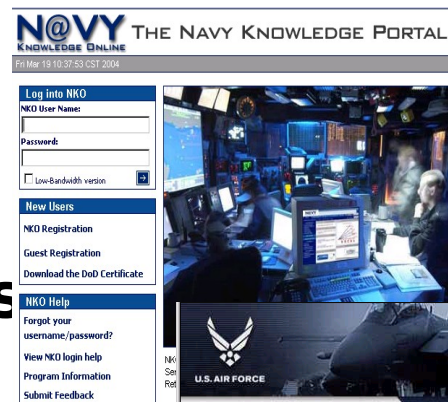
What is a Community of Practice?

- **A group of people formed around a topic to:**
  - Share ideas, insights, information & help
  - Solve problems & advise each other
  - Learn together
  - Create tools, processes, frameworks, etc.

- **People in communities relate to each other**

- **Over time, communities steward a practice**
  - Develop core knowledge
  - Manage the material about their topic

Purpose of A Community of Practice

Quickly Connect with Subject Matter Experts

Forum for Networking

Transferring Best Practices and Lessons Learned

Sharing and Adapting Knowledge

Provide Recognition

Mentoring and Developing Talent

Where Knowledge is Created, Shared, Reused and Adapted

DAU Data Management CoP

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Your Next Steps?

- **Learning,**
  - **Linking,**
    - **Leveraging, and**
      - **Leading Data Management Knowledge**

- **Building Communities**

- **Applying KM Tools**

Knowledge Management Resources

- **Books**
  - *The Springboard : How Storytelling Ignites Action in Knowledge-Era Organizations*, **by Stephen Denning**
  - *Working Knowledge*, **by Thomas H. Davenport and Laurence Prusak**
  - *Enabling Knowledge Creation : How to Unlock the Mystery of Tacit Knowledge and Release the Power of Innovation*, **by Georg Von Krogh, Kazuo Ichijo, and Ikujiro Nonaka**
  - *In Good Company: How Social Capital Makes Organizations Work*, **by Don Cohen and Laurence Prusak**
  - *If Only We Knew What We Know*, **by Carla O'Dell**
  - *E-Learning*, **by Marc Rosenberg**
  - *Leading Change*, **by John Kotter**
  - *The Tipping Point*, **by Malcom Gladwell**
  - *Leveraging Communities of Practice for Strategic Advantage*, **by Hubert Saint-Onge and Debra Wallace**
  - *Cultivating Communities of Practice*, **by Etienne Wenger, Richard McDermott, and William Snyder**
  - *Continuity Management*, **by Hamilton Beazley, Jeremiah Boenisch, and David Harden**

Knowledge Management Resources

- ## Web Sites
  - — **US Government KM** **http://www.km.gov/index.html**
  - — **KM World http://www.kmworld.com/**
  - — **George Mason University KM Site http://www.icasit.org/km/index.htm**
  - — **Buckman Laboratories http://www.knowledge-nurture.com/**
  - — **American Productivity and Quality Center http://www.apqc.org/**
  - — **@Brint http://www.brint.com/km/**
  - — **And Many Others….**

- ## Organizations
  - — **IBM Institute for Knowledge Management (IKM)**
  - — **American Productivity and Quality Center (APQC)**
  - — **The Conference Board**

Questions?